

Form A—Neihu Safe Community

Column 1
Questions to be answered by the Community
Section A
<p>A.1 Briefly describe the community and its historical development</p> <p>Neihu District of Taipei City launched international safe community program since 2002. The goal is to provide a safe environment for residents of Neihu District as well as passing-by civilians. It's also the program's goal to establish and manage a safety culture in the community. Neihu Safety and Health Promotion Association (NSHPA). A cross sectoral NGO, was established in 2004. In 2005, the district was designated as the 94th international safe community by WHO CCCSP and had acquired a re-designation in 2010. Since then, NSHPA has been continuously conducting safety promotion program for the community and implementing safety promotion projects one after another. We are now filing application for the 3rd ISC designation. We hope that with the reviewers' critical judgement and advices, Neihu ISC will be further advanced and improved. (Please refer to appendix p.2~4 & 16)</p>
<p>A.2 Describe the strategy, ambitions, objectives and work in the community in regard to safety. It must be a higher level of safety than average for a community in the country or region.</p> <p>Based on community injury surveillance system, Neihu Safe Community is able to evaluate the performance and direction of Neihu Safe Community program and to further discover safety issues related to all aspects of life to continuously prevent injury from happening. The goal is to build a safer, healthier and better community for people in Neihu:</p> <ol style="list-style-type: none"> 1. Develop a safe and healthy community culture, so that all people in this community will value safety and health and enjoy a safe and healthy life. 2. Make Neihu the most suitable place for living, working, learning and engaging in leisure activity; and to provide the community with a sustainable plan to maintain the safety promotion programs. 3. Lead residents in Neihu to partake in various safety promotion activities and make efforts to be designated as a member of ISC Network, for the 3rd time. (Please refer to appendix p.16~19, 90)
<p>A.3 How are the mayor (or similar function of the community) and the executive committee involved? Who is chairing the cross-sector group? (within 50 words)</p> <p>“Neihu Safety and Health Promotion Association” (NSHPA) is the main entity of Neihu Safe Community Program. Chairperson of this association, Ms. Ming-chu Lee, is in charge of coordinating public and private sectors, and leading the organization to conduct the program. The leaders of 6 working groups form the executive committee to lead the taskforce groups carrying out various safety promotion projects. Since some projects need the public authority to be implemented, Action Group, which consists of representatives from various local public sectors, plays this part and is led by the Director of Neihu District. (please refer to appendix p. 16-19)</p>
<p>A.4 Describe the injury risk-panorama in the community. (within 200 words)</p>

Injury Surveillance System was established in 2004 in Neihu District; it's used to collect emergency room injury incident registration data and to analyze them. Most injury cases registered are unintentional injury (94.0%~98.4%); the percentage of intentional injury had shown a dropping sign.

Amongst unintentional injury, except in 2012, the percentage of male victim is always higher than female. Top three causes of injury are traffic, fall, and striking/cutting. These causes of injury are always the top priorities of Neihu Safe Community Program. In terms of age, most causes of injury among the age group under 14-year-old are fall and striking/cutting; for 15-to-24-year-old, it's traffic; and for 25-to-64-year-old, striking/cutting and traffic; while the 65-year-old to fall injury. Since 2011, the percentage of injury caused by striking/cutting has shown a rising tide while the percentages of injury caused by traffic and fall have shown a decreasing trend.

Most intentional injury consists of alleged injury caused by others. The percentage of intentional injury caused by the person oneself has shown a downward trend while the percentage of alleged domestic violence has been fluctuating. Since 2010, (except 2012), the ranking of the percentage of domestic violence has surpassed the percentage of injury caused by the person oneself. A proactive prevention plan is needed. (Please refer to **appendix p.6-15**)

Section B

Structure of the community

B.1 Describe the demographic structure of the community (within 200 words)

In 2014, Neihu District Population reached 285,767 people; amongst them, females outnumbered males (Male: Female = 1: 1.09). The percentage of 15-year-old-and-younger population took up 15% of the district's population, 15-to-64-year-old is 75%, and 65-year-old-and-above is 10%. Economically Active Population Percentage is 75.38%; this district is a newly developed economic activity zone.

Reviewing the demographic statistics from 2004 to 2014, the number of 0-to-4-year-old population has shown a noticeable increase since 2010; the reason behind this observation is the younger population attracted by job opportunity offered by the local Neihu Science Park. In combination to this district's well-maintained and convenient living environment, they're more willing to raise their offspring here; therefore, this district is also the relatively younger community amongst the 12 districts in Taipei City. (Please refer to **appendix p.4-5**)

B.2 Describe the SC/IP at present and the plans for the future.

Since there is no unified administration for SP/IP in our government, the SP/IP works are shared by different departments according to their specialties, e.g. transportation department is responsible for road safety and police department for traffic safety and crime prevention, etc. Apparently, their works do not encompass all safety issues that residents may encounter. It is Neihu Safe Community program just to fill the gap. The public sectors of Neihu District work closely with Neihu Safety and Health Promotion Association" (NSHPA) through Action Group. Up to now, we have developed and conducted a lot of SP/IP projects that either to assist the governmental policies to be implemented or to be independent projects based on Neihu's specific needs or problems.

Some SP/IP projects have been adopted by the District Office as its routine business. NSHPA will then looking for challenges in other area. At present, 22 projects have been implemented (Please refer to **appendix p.19-56 and p.60-70**). In the future, we will continue the good work, develop more useful SP/IP programs based on evidence, and get more residents involved in our SP/IP activities.

<p>B.3 Describe the political support for the sustained injury prevention in the community and which parts of the program have been undertaken and/or supported by the regional government?</p> <p>“Action Group” formed by public sector assist this association in combining resources of related public sector and civilian organizations to carry out safe community program.</p> <p>District Office: Chief of Neihu District is also the group leader of action groups of this association; the group leader is in charge of co-designing action plans and promotion programs, supporting with manpower and administrative resources from public sector and coordinating cross-sector cooperation.</p> <p>Health Center: Director of Health Center is also the deputy leader of action groups; the deputy leader takes part in different action groups and provides financial support to promotion activity and the process of certification as well as in providing injury surveillance data collection and analysis.</p> <p>The action group, under the support of Taipei City Government, Department of Social Welfare, Department of Education, Police Department, Fire Department, Department of Health and Department of Environmental Protection and so on, is able to provide statistics of community injury and assistance in cooperation of conducting promotion programs. (Please refer to appendix p.18-19)</p>
<p>B.4 Describe the strategic program concerning the safety promotion and injury prevention work, which has been formulated!</p> <p>The strategies of SP/IP program in Neihu include:</p> <p>Increasing awareness of the risk and knowledge of injury prevention, finding out the risky spots where might cause injuries, modifying environment to make it safer, and enhancing individual’s ability to resist the hazardous factors. Examples: Home safety program starts with Home Environment Assessment, find out “unsafe’ items and Improve them. At the same time, the program provide the elderly with balance training to reduce falls. For elders living alone, the hotline system is available in case of emergency. More examples can be find in INDICATOR II and III (Please refer to appendix p.19-70)</p>
<p>B.5 Who is responsible for the management of the SP/IP program and where are they based in the political and administrative organization? (within 25 words)</p> <p>Neihu Safety and Health Promotion Association is in charge of the administration of the SP/IP program. The association has been registered as a NGO.</p>
<p>B.6 Which is the lead unit for the SP/IP program?</p> <p>Neihu Safety and Health Promotion Association is a cross-sector organization responsible for Neihu Safe Community Program.</p>
<p>B.7 Is the Safe Communities initiative a sustained program or a project?</p> <p>This district mainly focuses on long-term sustainable programs; it also includes different tenure of programs as well as short-term solutions.</p>
<p>B.8 Are the objectives decided by the local politicians covering the whole community? Which are they?</p> <p>Yes. Objectives decided by Taipei City Government are usually citywide and require every district to do the same. The objectives e.g. to reduce the drunk driving, to enhance people’s</p>

<p>ability of CPR and using AED and to reduce crime by setting monitor system, are SP/IP oriented and covering the whole community.</p>
<p>B.9 Who have adopted these objectives?</p> <p>Public policies designed by the government are adopted by government offices like: Police Department, Fire Department, Department of Environmental Protection, Department of Social Welfare, and so on.</p>
<p>B.10 How are the safe community objectives evaluated and to whom are the results reported?</p> <p>According to community survey results, work logs and advises provided by experts or scholars after onsite visits and also statistics monitored by injury surveillance system, Neihu Safety Community is able to evaluate its performance and progress and provides an annual report to maintain its designation within the network; it also reports to the supporting unit of this program to obtain financial support. (Please refer to appendix 73-88)</p>
<p>B.11 Are economic incentives in order to increase safety used? If yes, how are they used?</p> <p>Safety Protection and Light-reflecting Backpack (patented) is available to local residents in a discounted price; it helps improve safety at night. (Please refer to p.32-32)</p>
<p>B.12 Are there local regulations for improved safety? If so, describe them.</p> <p>Yes.</p> <p>With more and more youngsters riding bicycles and there is an increasing trend of bicycle injuries in Neihu, the District Office and NSHPA set up a regulation for students. Under such regulation, students are allowed to ride bicycle only if he/she passes the exam including both written test regarding bicycling safety and riding skills. So far, there is no national law or Taipei City regulation regarding the qualification for riding a bicycle yet.</p>
<p>Section C Indicator 1 An infrastructure based on partnership and collaborations, governed by a cross-sector group that is responsible for safety promotion in their community;</p>
<p>1.1 Describe the cross-sector group responsible for managing, coordinating, and planning of the SP/IP program.</p> <p>Since the kick-off of Safe Community Program in 2002, in order to provide a sustainable plan for the program, the association was officially registered as a civilian organization in 2004 and operates under organization charter. After the designation in 2010, in 2011, the chairperson was reelected; this association is led by the chairperson, who is in charge of coordinating promotion committees and civilian organizations. The 6 committees didn't go through any organizational changes, only that the changes of promotion projects occurred. Please refer to appendix p.16-18 for organization structure and jobs and duties of each committee.</p>
<p>1.2 Describe how the local government and the health sector are collaborating in the SC/IP work.</p> <p>Chief of this district is also the leader of action group, who is in charge of cross-sector cooperation (refer to p.18) and implementing promotion programs. On the other hand, District</p>

Health Center acts as injury surveillance group, which is also in charge of preparing budget to support the community safety promotion projects.

1.3 How are NGOs: Red Cross, retirement organizations, sports organizations, parent and school organizations involved in the SC/IP work?

Non-governmental units or members of this association assist in promotion programs by devoting their resources or manpower (e.g. Red Cross assist in maritime survival training) .(Please refer to **p.21**)

1.4 Are there any systems for ordinary citizens to inform about risk environments and risk situations they have found in the community?

Except existing Taipei City Government Hotline 1999 and neighborhood report system that can report hazards directly to the City Government with limited time, the association also sets up an unsafe spot report system via e-mail, FB, Line or telephone calls, which allows residents to report unsafe issues to the association office in more detailed descriptions and get immediate response. The association will pass the information to the Action Group to take action immediately.

1.5 Describe how the work is organized in a sustainable manner.

This association is now officially registered as a civilian organization (NGO), which is monitored by Taiwanese government, to maintain its operation and provide sustainable planning and management in building safe community

Section D

Indicator 2

Long-term, sustainable programs covering genders and all ages, environments, and situations;

2.1 Describe the sustainable work in regard to SC/IP in following areas and how the different sectors including specific NGOs are involved in the work.

1. Safe traffic
2. Safe homes and leisure times
3. Safe children
4. Safe elderly
5. Safe work
6. Violence prevention
7. Suicide prevention
8. Disaster preparedness and response
9. Safe public places
10. Safe hospitals
11. Safe sports
12. Safe water
13. Safe schools

Six safety promotions programs conducted by Neihu Safe Community for six safety issues with different NGOs are listed below:

1. Home Safety (covers the areas of safe home, safe children, safe elderly and disaster preparedness and response)
TAIWAN SHIN KONG SECURITY CO.,LTD., Microlife Corporation, Taiwan Secom Co. , Ltd., Farglory Foundation, Sinyi Realty Company and Community Patrol.
2. Traffic Safety (covers the area of safe traffic)

- Caters, taxi companies, bus companies, student volunteers and community volunteers.
3. School Safety (covers the area of safe school)
Farglory Foundation, Taipei City Councilors, neighborhood offices, shops around schools and community hospitals.
 4. Shopping area & Work Place Safety (covers the areas of safe work, safe traffic and safe home)
Shopping malls in Neihu District.
 5. Rescue & Leisure Activity Safety (covers the areas of disaster preparedness and response, safe leisure time and safe water)
Red Cross Neihu District Branch, Taipei City Neihu District Water Life Saving Association, community volunteer patrol and community hospitals.
 6. Intentional Injury Prevention (covers the areas of violence prevention and suicide prevention)
This operation is mainly ran by this association; other cooperation includes Taiwan Secom Co. , Ltd. and neighborhood offices.

All SP/IP programs are coordinated by this association with assistance from above-mentioned NGOs and related public sectors; please refer to INDICATOR II (in reference to **appendix p.19-59**) for more detail.

The area of safe public places was one of the key working area before the 2nd designation. The work has been included in the district office routine business. As to safe hospitals, the 3 hospitals in Neihu have been working closely with the association in data collection and treatment of injured cases. They have adopted the certification by ISO and JCI.

2.2 Describe the work with genders, all ages and all environments and situations. Describe all activities like falls prevention and how the work is done.

Neihu Safe Community cooperates with related units to conduct promotion programs according to different age groups and different environments and their needs and situations in the community. Content of each promotion program after 2010 (second designation) please refer to **appendix p.19-59**.

Section E

Indicator 3

Programs that target high-risk groups and environments, and programs that promote safety for vulnerable groups;

3.1 Identify all high risk groups and describe what is being done to increase their safety.

We've identified 4 high-risk groups and environments and done the following:

For Living-alone elders, we installed hotline system for them and provide emergency response service.

For old apartments without "fire alarm", we help them to install the fire alarm and distribute flyers to promote fire safety, especially regarding electric appliances.

For accident-prone roads, we set up traffic signs at troublesome spots and Enhance law enforcement, patrolling, and traffic control.

For mountain slope residential area, we help them to establish emergency disaster response team and organize evacuation plans. Since 2011, disaster prevention and response drill hold every June before Typhoon season starts.

The promotion projects for these high-risk groups please refer to **p. 60-70**.

3.2 Give examples of high risk environments

Key Promotion Points:

1. Lone-living elder rescue and report system; implemented since 2009. There have been no new users to the system in recent years and many units were removed after the users passed away or grew weary of the system; only 9 active users now.
2. Set up fire alarms for old apartments with less than 5 floors: implementation started since 2012 and planned to be done in 2016.
3. Improve traffic safety for accident-prone roads: improve accident-prone places on Minquan East Road Section 6 and improve traffic flow near shopping malls to prevent accidents.
4. Promote safety management network system in Daihu Community to prevent and monitor flood.

Please refer to **appendix p. 60-70**.

Section F

Indicator 4

Programs that are based on the available evidence;

4.1 Describe the evidence-based strategies/programs that have been implemented for different age- groups and environments.

Real case-study statistics include: vital statistics, emergency room injury registration data, school accidental injury statistics and traffic accident statistics and their analysis, onsite inspection reports, survey results, studies and experience sharing of other communities.

Based on above-mentioned statistics, we are able to design safety promotion programs to suitable to different age groups and environments; please refer to **appendix p. 19-59**.

4.2 Has any contacts been established with the ISCSC (International Safe Community Support Centres), WHO CCCSP (WHO Collaborating Centre on Community Safety Promotion at the Karolinska Institutet, Stockholm, Sweden), other scientific institutions, or knowledgeable organizations about the development and/or implementation of evidence-based strategies? Which ones? What has been the extent of their counsel?

Neihu Safe Community connects with Taiwanese Community Safety Promotion Center for consultation of execution or strategy or implementation and receives evaluation review on yearly basis.

Section G

Indicator 5

Programs that document the frequency and causes of injuries;

5.1 What local data is used to determine the injury prevention strategies?

Neihu District built community injury surveillance system in 2004 to collect local hospital emergency room injury registration data and provide analysis; it also includes different sources of injury data from related units like health related units, schools, police department and fire departments depending on different safety issues. Since the designation in 2010, this association has been focusing on school safety; injury data from elementary schools and junior high schools are also included as a new item in data collection. For the source of injury data collection in this district and its frequency and method, please refer to **appendix p.73**.

5.2 Describe how data are presented in order to promote safety and prevent injuries in the community.

Analyzed data will be provided to board of directors & supervisors and working groups as the basis of prioritizing promotion programs and evaluation. Analysis is also available to the public on community website, Facebook and annual report.

5.3 Describe how the community documents and uses knowledge about causes of injuries, groups at risk and risky environments. How does the community document progress over time?

Injury surveillance group produces analytic charts and achieves them on annual basis to monitor yearly trend of factors in safety issues in order to adjust the execution and method of each promotion program. Please refer to **appendix p. 73-87**.

Section H

Indicator 6

Evaluation measures to assess their programs, processes and the effects of change;

6.1 How does your community analyze results from the injury data to track trends and results from the programs? What is working well and has given you good results. What are the plans to continue? What needs to be changed?

Neihu Safe Community not only monitors promotion progress on its own, it also seeks advises from TCSPC and injury prevention experts from domestic and abroad.

Currently, many of the association's promotion programs are proved effective; they will be continually maintained and carried out.

Some programs are for short-term purposes, for example, removing illegal billboards and improving the safety for commuting routes of school staff.

Some programs were adjusted because of change of needs, like the safety management network system in Daihu Community, which was transferred to the police department in Neihu District for security purposes, after the construction of a settling basin was completed and no flood ever occurred since 2008 or the rescue and report system for lone-living elders, in which the program this system belonged to was terminated because a care system provided by Elder's Service Center initialized by Taipei City Government Department of Social Welfare.

For content of future planning, please refer to **appendix p.19-70**.

6.2 Describe how the results from the program evaluations are used (within 200 words)

The operation of this association in the district is stable; many programs are in cooperation with public sector with success. From the number of accidental injury case and suicide death rate, this district maintains a lower number and percentage than Taipei City and it's showing a downward trend.

6.3 Describe the changes in pattern of injuries, attitudes, behavior and knowledge of the risks for injuries as a result of the programs. (within 200 words)

According to injury analysis, top three causes of injury in Neihu District are traffic, striking/cutting, and fall. In 2014, the percentage of striking/cutting reached the highest ever while other percentages were showing a sliding trend.

The association has been conducting improvements for accident-prone roads, pedestrians' safety and leveling arcades. The number of injury case caused by traffic accident has been decreased since 2008 while the number of fall injury rose; home safety and mountain trail safety assessment projects also helped decrease the number of injury case.

Intentional injury caused by others takes up the majority of the number of intentional injury case. In cooperation with local convenient stores in the district to establish a network of care

shops, this association is able to provide real-time and immediate assistance or asylum for victims.

It's also a known fact that the number of suicide case involving jumping off a building has shown a gradual increasing trend; it will be taken into consideration for a more proactive suicide prevention planning in the near future.

For further detail of above-mentioned content, please refer to **appendix p. 19-59, p.60-70.**

Section I

Indicator 7

Ongoing participation in national and international Safe Communities networks.

7.1 Describe how the community has joined in and collaborates in national and international safe community networks.

Neihu District has been proactively participating in safe communities' network activities domestic and international alike; please refer to **appendix p.89.**

7.2 Will the designation ceremony coincide with any international conference, seminar or other forms of international or national exchange? (within 75 words)

The designation ceremony will be held in the end of 2015 and coincides with the annual conference of TCSPC.

7.3 Which already designated Safe Communities will be invited for the designation ceremony? (within 50 words)

With the assistance of TCSPC, the association will invite designated communities domestic and international alike within the network.

7.4 Which international conferences and national Safe Community conferences has the municipality participated in?

After the re-designation in 2010, this municipality had participated 2 international conferences:

2012 - 6th Asian Conference on Safe Communities (Japan)

2014 – 7th Asian Conference on Safe Communities (Korea)

Annual – National Safe Communities Development Conference (Taiwan)

7.5 In which Regional Network for Safe Communities is the community a member or planning to seek membership? (Asian, European, Pan-Pacific, African or Latin-American Regional Network for Safe Communities) (within 25 words)

Asia Safe Community Network